4.2.2 Error Message and Troubleshooting

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' and their meaning, and correct the problem, if necessary.

NOTE - Some messages may not appear on the display depending on the options or models.

Error Code	Error Message	Troubleshooting Page
A1-1110	Error #A1-1110: Turn off then on.	4-35 page
C1-1110 C1-1120	Prepare new cartridge Replace new cartridge	4-36 page
C1-1410 C1-1411	Install toner cartridge.	4-36 page
C1-1512	Not Compatible Toner cartridge.	4-37 page
H1-1210	Paper jam in Tray2.	4-37 page
H1-1222	Pulled Out Tray2 Cassette.	4-37 page
H1-1252	Paper is empty in Tray2.	4-38 page
M1-1010 M1-1110	Paper Jam in Tray1.	4-38 page
M1-1210	Paper Jam in Tray2.	4-38 page
M1-1610	Paper Jam in MP tray.	4-39 page
M1-2210	Tray2 Door Open. Close it.	4-39 page
M1-3221	Not installed Tray2	4-39 page
M1-5112	Paper is empty in tray 1.	4-40 page
M1-5212	Paper is empty in tray 2.	4-38 page
M1-5612	Paper Empty in MP Tray.	4-41 page
M2-1110	Paper Jam inside machine.	4-42 page
M2-2310	Paper Jam bottom of duplex.	4-43 page
M3-1110	Paper Jam in exit area.	4-43 page
M3-2130	Output bin full. Remove paper.	4-44 page
S1-2411	Error #S1-2411 Turn off then on.	4-45 page
S2-4110	Door open. Close it.	4-45 page
S3-3121	Scanner Locked.	4-46 page
S4-2111 S4-2112	Memory Full. Remove Job.	4-46 page
S6-3123	Network Problem: IP Con ict.	4-46 page
S6-3128	802.1x Network Error.	4-47 page
U1-2320	Error #U1-2320 Turn off then on.	4-47 page
U1-2330	Error #U1-2330 Turn off then on.	4-48 page

Error Code	Error Message	Troubleshooting Page
U1-2340 U1-2341	Error #U1-2340 Turn off then on. Error #U1-2341 Turn off then on.	4-48 page
U2-1111 U2-1113	Error #U2-1111 Turn off then on. Error #U2-1113 Turn off then on.	4-49 page
U3-3113 U3-3114	Document jam. Remove jam	4-50 page
U3-3213 U3-3313 U3-3314	Document jam. Remove jam	4-50 page
U3-4110	Door of scanner is open.	4-50 page

● **Code**	● **Error message**
A1-1110	Error #A1-1110: Turn off then on.

● **Symptom / Cause**

After working the main BLDC motor, the Ready signal has not occurred within 1 sec.

1. Harness is defective. Connector is not connected properly.
2. OPC coupler in the toner cartridge has overloaded.
3. Main BLDC motor is defective.
4. Engine board is defective.

● **Troubleshooting method :**

※ First, turn the machine off then on. If the error persists, refer to the following.
1. Check if the motor connector is connected properly. Reconnect it.

2. OPC coupler has overloaded.
   After removing the toner cartridge, rotate the OPC coupler. (Spec : 6 kgf.cm)
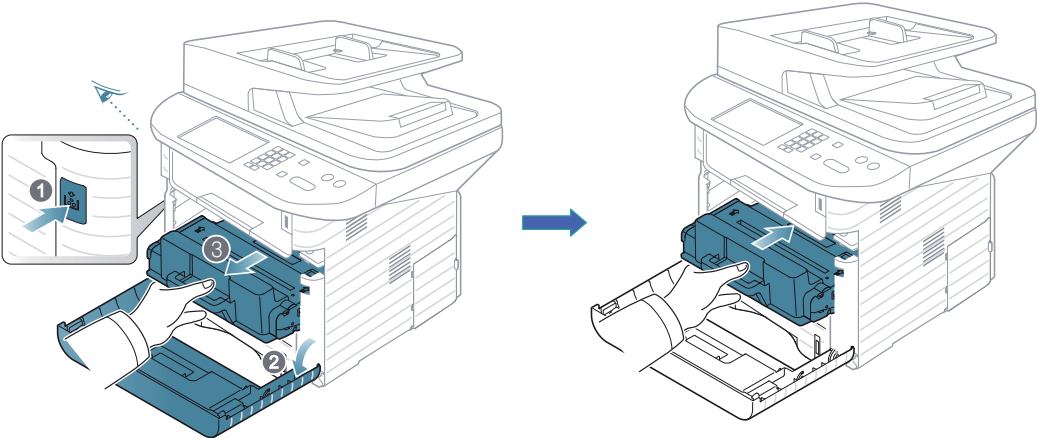   If there is any damage, the OPC coupler can't rotate well.
   Replace the toner cartridge.

3. The main BLDC motor is defective.
   - Unplug the connector from the motor carefully.
   - Replace the main BLDC motor with new one.

4. If the problem persists, replace the main board.

● **Code**	● **Error message**
C1-1110 / C1-1120	Prepare new cartridge / Replace new cartridge

● **Symptom / Cause**

The remaining toner cartridge is less than 10%

The toner cartridge is at the end of its life.

● **Troubleshooting method**

1. Print the supply information report. (Menu > System Setupr > Report > Supplies Info.)

   Check the life remaining of the toner cartridge.

   If its life is at the end, turn the machine off and replace the toner cartridge with new one.

● **Code**	● **Error message**
C1-1410 C1-1411	Install toner cartridge.

● **Symptom / Cause**

The toner cartridge is not installed.

● **Troubleshooting method**

1. Turn the machine off then on.

2. Remove the toner cartridge.

   Thoroughly roll the cartridge   ve or six times to distribute the toner evenly inside the cartridge.

   And reinstall the toner cartridge.

● Code	● Error message
C1-1512	Not Compatible Toner cartridge.

● Symptom / Cause

Toner cartridge is not compatible.

● Troubleshooting method

1. Print the supply information report. Check information of the toner cartridge.

2. If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.

● Code	● Error message
H1-1210	Paper jam in Tray2.

● Symptom / Cause

A paper jam was detected in the feed area of the tray2.

1. Paper was inserted abnormally or was not loaded in the cassette properly.
2. Pick Up unit has a problem.

● Troubleshooting method

1. Open the Tray2 and remove the jammed paper.

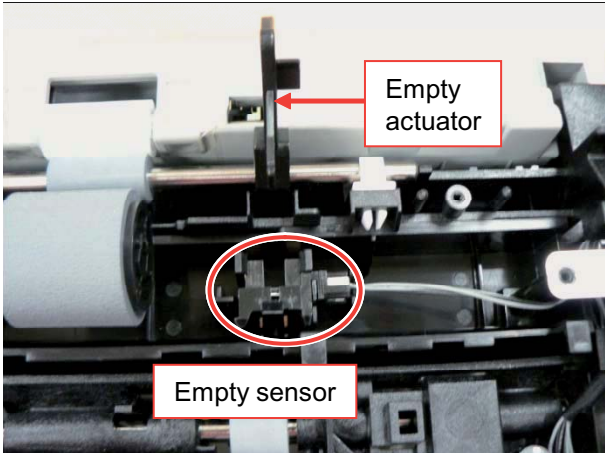2. If there is any defective part in the pick up unit, replace it.

● Code	● Error message
H1-1222	Pulled Out Tray2 Cassette

● Symptom / Cause

The option tray is not inserted perfectly.

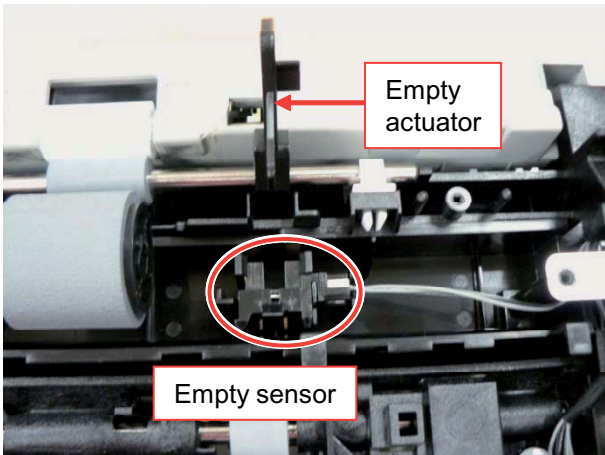**● Troubleshooting method**

1. Remove and re-install the option tray.

● Code	● Error message
H1-1252 M1-5212	Paper is empty in Tray2.

● Symptom / Cause

Paper is empty in Tray2. The status LED is red.

1. There is no paper in the tray2.
2. Actuator-Paper Empty is defective.
3. Photo Sensor is defective or connection is bad.
4. Main Board is defective.

● Troubleshooting method

1. Load the paper in the tray2.

2. If the Actuator-Paper Empty is defective, replace it.

3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.
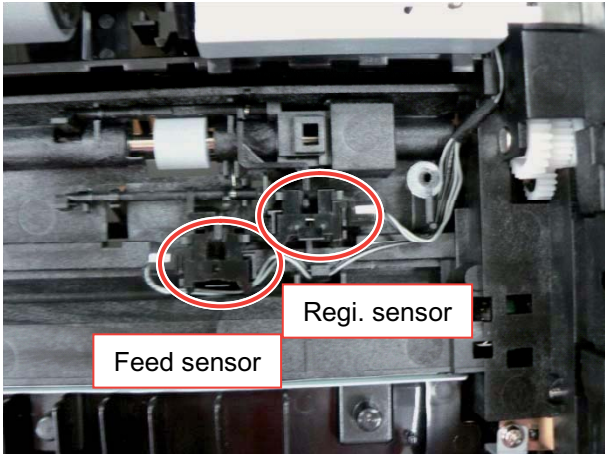
4. If the problem persists, replace the Main Board.

● Code	● Error message
M1-1010 M1-1110 M1-1210	Paper Jam in Tray1. Paper Jam in Tray1. Paper Jam in Tray2.

● Symptom / Cause

The jammed paper has occurred in the tray1,2

1. Pick-Up or Torque Limiter Roller is contaminated or worn out.
2. There is some obstacles in the paper path.

● Troubleshooting method

1. Clear the jammed paper (refer to 4.1.3.2). If the problem persists, check the following.

2. While pushing the Paper Empty Sensor, send the printing data.
   Check if the pick up roller is rotating normally.
3. Check if there is any obstacles in the paper path (from Pick-Up to Feed Sensor).
   The feed roller should be especially checked.
4. Print out the Supplies Information. Check the Tray 1,2 Roller Life and Tray1,2 Torque Limiter Life.
   If the life came to the end, replace the relative roller.

● Code	● Error message
M1-1610	Paper Jam in MP tray.

● **Symptom / Cause**

The jammed paper has occurred in the MP tray.

1. MP Pick-Up or MP Torque Limiter Roller is contaminated or worn out.
2. There is some obstacles in the paper path.

● **Troubleshooting method**

1. Clear the jammed paper. If the problem persists, check the following.

2. While pushing the Paper Empty Sensor, send the printing data.
   Check if the pick up roller is rotating normally.

3. Check if there is any obstacles in the paper path (from Pick-Up to Feed Sensor).
   The feed roller should be especially checked.

4. Print out the Supplies Information. Check the MP Tray Roller Life and MP Tray Torque Limiter Life.
   If the life came to the end, replace the relative roller or MP Unit.

● Code	● Error message
M1-2210	Tray2 Door Open. Close it.
M1-3221	Not installed tray2.

● **Symptom / Cause**

The option tray is not inserted perfectly.

● **Troubleshooting method**

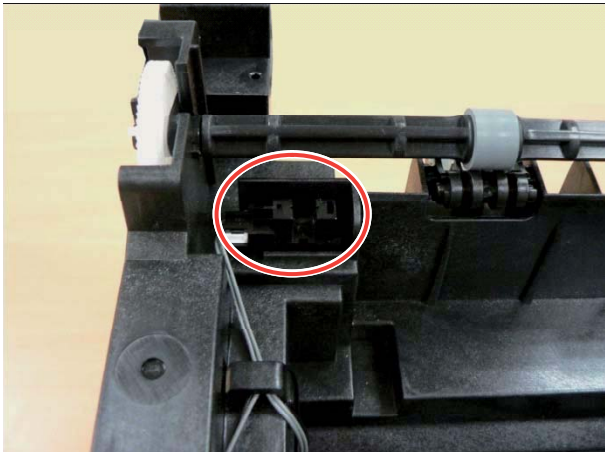Remove and re-install the option tray.

● **Code**	● **Error message**
M1-5112	Paper is empty in tray 1.

● **Symptom / Cause**

Paper is empty in Tray1. The status LED is red.

1. There is no paper in the tray1.
2. Actuator-Paper Empty is defective.
3. Photo Sensor is defective or connection is bad.
4. Main Board is defective.

● **Troubleshooting method**

1. Load the paper in the tray1.

2. If the Actuator-Paper Empty is defective, replace it.

3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.

Empty actuator

Empty sensor

4. If the problem persists, replace the Main Board.

● Code	● Error message
M1-5612	Paper Empty in MP Tray.

● **Symptom / Cause**

Paper is empty in MP Tray. The status LED is red.

1. There is no paper in the MP tray.
2. Actuator-Paper Empty is defective.
3. Photo Sensor is defective or connection is bad.
4. Main Board is defective.

● **Troubleshooting method**

1. Load the paper in the MP tray.

2. If the Actuator-Paper Empty is defective, replace it.

3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.

4. If the problem persists, replace the Main Board.

● **Code**	● **Error message**
M2-1110	Paper Jam inside machine.

● **Symptom / Cause**

A paper jam was detected at the feed sensor.

1. The feed sensor is defective.
2. The Regi Roller was contaminated or worn out.
3. There is some obstacles in the paper path.
4. The driving for the toner cartridge has some problem.
5. The driving for the fuser unit has some problem.

● **Troubleshooting method**

1. Remove the jammed paper. If the error persists, check the followings.

2. Check if the feed sensor connector is connected properly.

Regi. sensor

Feed sensor

3. Check if the Regi roller is contaminated or worn out. If yes, replace it.

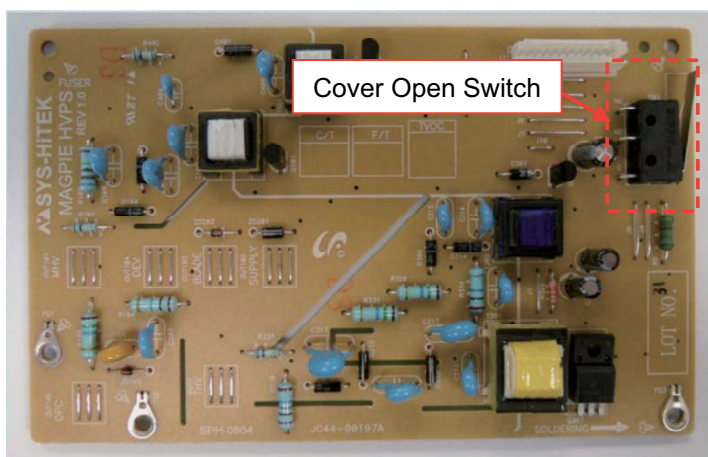4. Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.

● **Code**	● **Error message**
M2-2310	Paper Jam bottom of duplex.

● **Symptom / Cause**
A paper jam was detected in the bottom of duplex. 1. There is some obstacles in the paper path. 2. The paper guide in the tray was not adjusted properly. 3. The exit sensor was not assembled properly.
● **Troubleshooting method** 1. Remove the jammed paper. 2. Remove the contamination or obstacles in the paper path. 3. Adjust the paper guide properly. 4. Check if the exit sensor is assembled properly. Reassemble it.

● **Code**	● **Error message**
M3-1110	Paper Jam in exit area.

● **Symptom / Cause**
A paper jam was detected in the exit area. 1. There is some obstacles in the paper path.
● **Troubleshooting method** 1. Remove the jammed paper. 2. Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.

● **Code**	● **Error message**
M3-2130	Output bin full. Remove paper.

● **Symptom / Cause**

The machine detected that the output tray has got full or the bin-full sensor is defective.

1. Output tray is full.
2. Outbin full sensor connection is wrong.

● **Troubleshooting method**

1. Remove the paper on the output tray.
   (The maximum loading capacity is 150 sheets based on standard paper(80g/m2).)

2. Check if the Bin-full Sensor connector is connected properly.
   Reconnect it or replace the Bin-full sensor.

● Code S1-2411	● Error message Error #S1-2411 Turn off then on.
● **Symptom / Cause** A communication error failure has occurred at HDD of main controller.	
● **Troubleshooting method** 1. Format the hard disk. 2. If the problem persists, replace the hard disk.	

● Code S2-4110	● Error message Door open. Close it.
● **Symptom / Cause** Door is open or the cover open switch is defective. The status LED is red.	
● **Troubleshooting method** 1. Check if the front door is closed perfectly. 2. Check if the rear door is closed perfectly. 3. Check if the connection between the main board and HVPS board is correct. 4. Check if the cover open switch on HVPS board is operated properly. If it is defective, replace the HVPS board.	

Cover Open Switch

● Code S3-3121	● Error message Scanner Locked.

● Symptom / Cause

Scanner lock error has occurred. CIS does not move.

● Troubleshooting method

1. Check if the CIS unit is moving when power on.
2. Check if the   at cable is connected to the CIS unit properly. Re-connect or replace the cable.
3. If the CIS is defective, replace it.
4. Check if there is any defective part in the scanner unit. (Gear, Belt, Motor etc.)
5. If the problem persists, replace the main board.

● Code S4-2111 S4-2112	● Error message Memory Full. Remove Job.

● Symptom / Cause

The fax memory is almost full.

● Troubleshooting method

Print or remove the received fax job in Secure Recieve.

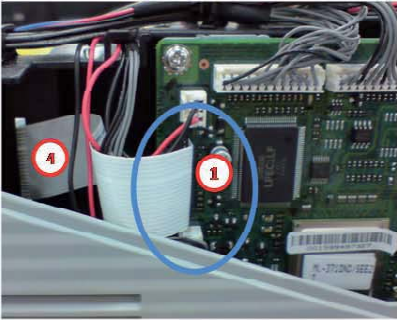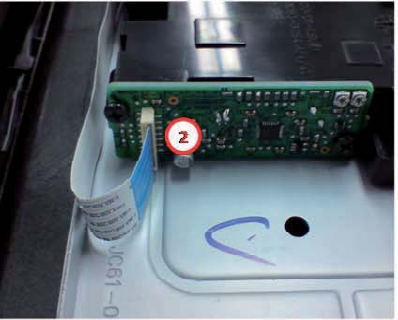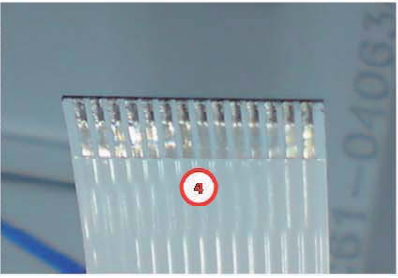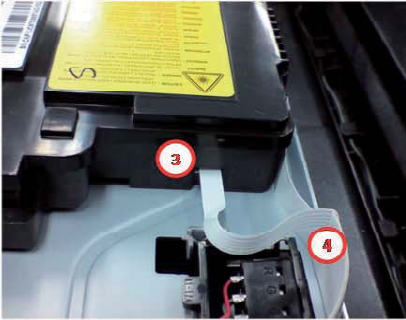| ● Code S6-3123	● Error message Network Problem: IP Con ict.

● Symptom / Cause

Network has some problem.
- IP address con icts with that of other system.
- Communication error
- There is no response when checking the ping test.

● Troubleshooting method

Change the machine's IP address.
- Set-up the IP address in this order, Network -> TCP/IP (IPv4) -> STATIC.

- In case of DHCP or Bootp, reboot the machine to receive a new IP address.

● **Code**	● **Error message**
S6-3128	802.1x Network Error.

● **Symptom / Cause**

802.1x Network Error

- The con rmation was requested for wired port, the server has rejected.

- The con rmation protocol is not the same or user information (ID/Password) is wrong.

● **Troubleshooting method**

Check the setting-up for 802.1x con rmation server.

- Re-enter the server information and con rmation protocol.

- Re-enter the user information.

● **Code**	● **Error message**
U1-2320	Error #U1-2320 Turn off then on.

● **Symptom / Cause**

The temperature control of fuser unit is abnormal. (Open Heat Error)

● **Troubleshooting method**

1. Turn the machine off. Re-install the fuser unit.

   Then turn the machine on. Is the error message is disappeared?

2. If the problem persists, turn the machine off and remove the fuser unit.

   Check if the fuser connector is connected properly.

   Check if the input voltage is normal.

● **Code**	● **Error message**
U1-2330	Error #U1-2330 Turn off then on.

● **Symptom / Cause**

The temperature control of fuser unit is abnormal. (Low Heat Error)

● **Troubleshooting method**

1. Turn the machine off. Re-install the fuser unit.
   Then turn the machine on. Is the error message is disappeared?

2. If the problem persists, turn the machine off and remove the fuser unit.
   a. Check if the fuser connector is connected properly.
   b. Check if the input voltage is normal.
   c. Check if the thermistor is twisted or contaminated.

● **Code**	● **Error message**
U1-2340	Error #U1-2340 Turn off then on.
U1-2341	Error #U1-2341 Turn off then on.

● **Symptom / Cause**

The temperature control of fuser unit is abnormal. (Over Heat Error)

● **Troubleshooting method**

1. Turn the machine off. Re-install the fuser unit.
   Then turn the machine on. Is the error message is disappeared?

2. If the problem persists, turn the machine off and remove the fuser unit.
   a. Check if the fuser connector is connected properly.
   b. Check if the input voltage is normal.
   c. Check if the thermistor is twisted or contaminated.

● **Code** U2-1111 / U2-1113	● **Error message** Error #U2-1111 Turn off then on. / Error #U2-1113 Turn off then on.

● **Symptom / Cause**

LSU Motor does not work normally.

1. Harness connection error.
2. LSU is defective.
3. Main board is defective.

● **Troubleshooting method**

1. Execute the LSU motor test in EDC mode. Check LSU motor operation sound.

2. If there is no sound, remove the right cover. Check if the LSU harness is connected on the main board properly. (picture-①)

3. If it is OK, remove the top cover. Check if the LSU harness is connected on LSU board properly. (picture- ②,③)

4. Check if the LSU harness is defective. (picture-④)

5. Reconnect the LSU harness and then execute the LSU motor test again.

6. If the problem persists, replace the LSU.

7. If the problem persists after replacing LSU, replace the main board.

● **Code**	● **Error message**
U3-3113 U3-3114 U3-3213 U3-3313 U3-3314	Document jam. Remove jam.

● **Symptom / Cause**

A document jam was detected in ADF/DADF unit.

● **Troubleshooting method**

1. Remove the jammed paper.

2. If the problem persists, turn the machine off then on.

3. Open the ADF/DADF COVER-OPEN. Check if the roller in pick up unit is worn out or contaminated.
   Replace the pick up unit.

4. If the document jam occurs continually, check the following.
   a. Check if the ADF/DADF drive unit is working normally.
   b. Check if the connection between ADF/DADF and scanner is OK.

● **Code**	● **Error message**
U3-4110	Door of scanner is open.

● **Symptom / Cause**

Scanner door is not closed correctly.

● **Troubleshooting method**

Close the scanner door.